

CITY OF MENASHA
CONFIDENTIAL ASSISTANCE PROGRAM
CITY OF MENASHA-CAP

Introducing CITY OF MENASHA-CAP

The City of Menasha recognizes that employees and their families sometimes experience personal problems that affect their ability to lead happy, healthy, and productive lives. Often these problems can be solved independently, but occasionally individuals may need help.

We believe it is in the best interest of our employees and the organization to provide a program where employees and their immediate family members can seek confidential assistance in resolving financial, marital, alcohol/drug abuse, job-related, family, stress or emotional difficulties.

This help consists of early identification of these or other problems and possible referral to community or professional agencies for appropriate diagnosis and assistance.

Who is Eligible?

All employees and their immediate family members are eligible to participate in this program.

What are the Services?

CITY OF MENASHA-CAP has been established to provide confidential counseling services to you and your immediate family members. Based on up to six counseling session(s), you and the CITY OF MENASHA-CAP consultant will determine what action should be recommended.

The CITY OF MENASHA-CAP consultants are counselors who are skilled in assessing the nature of the underlying problem. They will help you identify and work through your concerns. It is their intent that you will learn skills that will enable you to deal with these problems. The consultants are also knowledgeable of the best community resources available for specific personal issues and can refer individuals for proper treatment.

Who Provides CITY OF MENASHA-CAP Services?

The City of Menasha has made an agreement with Confidential Assistance Program to provide assistance to you and your immediate family members.

Confidential Assistance Program has two convenient locations in the Fox Cities:

Appleton

Fidelity Bank Building
1500 N. Casaloma
Suite 201
920-730-7515
800-236-7605

Oshkosh

2935 Universal Court
920-232-1400
800-236-7605

These are very private locations that help maintain the confidentiality of services.

How Do I Obtain CITY OF MENASHA-CAP Services?

You may call the phone numbers listed in this handout. The phone numbers will be available and answered 24 hours a day. Appointments are guaranteed within three days or less of your call and the sessions can be face-to-face or over the telephone. Emergencies are handled promptly.

How are Referrals Made?

There are three forms of CITY OF MENASHA-CAP referrals: self, informal, and employer-encouraged. A *self referral* takes place when you make contact with CITY OF MENASHA-CAP services on your own. An *informal referral* is when a family member, a co-worker, or a community professional recommends or suggests that you utilize the CITY OF MENASHA-CAP. An *employer-encouraged referral* takes place when the performance of an employee has deteriorated and the individual is strongly suggested to utilize the CITY OF MENASHA-CAP.

Is CITY OF MENASHA-CAP Really Confidential?

All CITY OF MENASHA-CAP contacts are kept in strictest confidence within the practices and parameters of the company policy. The only way someone would learn about the nature of your visits is if you choose to tell someone.

What Cost is Involved?

Counseling sessions with the CITY OF MENASHA-CAP consultants are paid for by the City of Menasha. If you or an immediate family member is referred to a medical practitioner or another approved counselor, the charges will be submitted to your health care insurance provider.

Any cost not covered by insurance would be your responsibility. Also, if the referral is to an attorney or another non-medical professional, you would be responsible for payment of those charges.

In all instances, the CITY OF MENASHA-CAP consultant will take into consideration your financial status and insurance coverage when referring you to other sources. If you do not have the ability to pay for such services, the CITY OF MENASHA-CAP consultant will try to find an organization capable of offering free legal assistance, financial advice, or other necessary professional help.

Need More Information?

If you need more information about how CITY OF MENASHA-CAP works, please contact the Confidential Assistance Program (800-236-7605).

Confidential
Assistance
Program
A Division of Valley Employee Services, LLC